

Clerical and Office Branch  
General Clerical Group  
Customer Relations Series

**CUSTOMER RELATIONS AND BILLING SUPERVISOR**

01/00 (SAC)

*Summary*

Under general supervision, as section head, supervise standard customer relations and billing activities; act as a key customer relations representative to deal with the more difficult, unusual or sensitive cases as required.

*Typical Duties*

Implement, coordinate and review daily workflow to provide customer service and ensure payments are received, applied and reconciled. Involves: overseeing entry of work orders to initiate services; conversing with customers and functionally accountable personnel, and analyzing complex issues which require interpretation of department policies pertaining to account status, billings, service quality, employee conduct, equipment malfunctions, property damage and department procedures; recommending management approval of deviations from department customer services policies or standard methods to resolve problems having unprecedented circumstances; auditing diverse and complex customer, financial or activity records or data bases to determine whether adjustments to customer accounts are warranted; preparing account analyses of delinquent or other non-routine accounts; coordinating with other utility personnel in evaluating customer situations that require individualized billing structures; monitoring telephone calls concerning customer services and correcting discrepancies when necessary; overseeing, approving or personally preparing, recording and issuing documents such as refund checks, new or revised bills for fees, time payment schedules, account coding and adjustment forms, collection notices, credit extensions or work orders to install, start, change or stop water or sewer utilities within authorized limits; reviewing and recommending process or system enhancements to correct or improve customer service efficiency and effectiveness.

Perform functions of a responsible department liaison to individual or business customers in various situations within the bounds of accepted practices. Involves: investigating and servicing referred or other technically or administratively intricate cases such as recurring customer complaints, operational emergencies, liability claims, billing or accounting discrepancies or major information requests; skip tracing delinquent customers; negotiating settlement arrangements as authorized or forwarding for other collection action accounts in arrears.

Supervise an assigned group of general services personnel. Involves: assigning duties, issuing written and oral instructions and checking work for exactness, neatness, and conformance to policies and procedures; guiding subordinates to overcome difficulties encountered in performing duties; evaluating performance and reviewing ratings by subordinates; coaching and arranging for or conducting training and development activities; enforcing personnel rules and regulations, standards of conduct, work attendance and safe working practices; maintaining supervisor-subordinate harmony and resolving grievances; recommending personnel status, organization structure and job design changes; interviewing applicants.

Perform related incidental duties contributing to realization of unit or team objectives as required. Includes: substituting within authorized limits for supervisor or coworkers as qualified by carrying out specific functions to maintain continuity of ordinary services, if delegated; providing designated support to projects or activities overseen by higher graded personnel as instructed; explaining and demonstrating work to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments related to function of other positions for training purposes under close supervision; logging activities, and preparing recurring or special activity or status reports.

*Minimum Qualifications*

**Training and Experience:** Graduation from high school or GED equivalent, plus four (4) years customer contact experience which includes two (2) years working with automated systems and complex coding systems and one (1) year supervision; or an equivalent combination of training and experience.

**Knowledge, Abilities and Skill:** Considerable knowledge of: customer service, collection and general office procedures: business English, spelling, and arithmetic. Good knowledge of: in person and telephone business etiquette; electronic data base access, search, edit, retrieval and security; accounting clerical practices and related coding; supervisory techniques.

Ability to: solve practical problems and deal with various concrete variables in situations where only limited standardization exists; interpret various instructions in written, oral, diagram, or schedule form; read and interpret account records, bills, work orders, activity reports, procedure manuals or similar documents; write routine reports and correspondence; calculate figures and amounts such as discounts, interest, proportions and percentages; express oneself clearly and concisely both orally to explain findings and actions, and in writing of complex case reports, related customer records and business correspondence that include facts and ideas with which others may not be generally familiar; establish and maintain effective working relationships with fellow employees, the general public, and customers, including those who may be hostile, by exercising tact and discretion, and responding promptly when engaged in business dealings where differences of opinion exist.

Skill in safe operation and care of: personal computer or network workstation, including keyboarding basics, and generic business productivity and specialized customer accounting software; common office equipment

---

Director of Personnel

---

Department Head

OFFICIAL